



◆ BENEFITS

The City provides a total compensation package that includes the following:

- **Vacation:** Ten workdays, increasing to 22 workdays per year. Three (3) hours vacation on Good Friday and eight (8) hours vacation awarded annually on September 9.
- **Holidays:** Eleven paid holidays per year.
- **Sick Leave:** Twelve days per year with no limit on accumulation.
- **Health Benefits:** City provides PERS Health, which includes a variety of plans from which to choose. The City currently pays premium for employees and their eligible dependents up to the Kaiser rate. If you have coverage from another source, a cash benefit may be paid in lieu of coverage.
- **Dental Plan:** Employees and eligible dependents are covered by a dental plan that includes orthodontics. The City pays premiums for employees and their eligible dependents. Benefits are effective following six months of employment. \$2,000.00 lifetime orthodontic limit.
- **Employee Assistance Plan:** Provided to employees and eligible dependents.
- **Life Insurance:** City-paid benefit; coverage at twice annual salary.

- **Retirement Program:** The City participates in the Public Employees Retirement System (PERS), with a 2.5% at age 55 plan based on one-year final compensation. The City pays the employee's 8% contribution and also provides retiree health coverage, through PERS Health, for retirees and their eligible dependents up to the Kaiser rate. The City offers Employer Paid Member Contribution (EPMC) as part of final retirement compensation.
- **Long Term Disability:** The City provides long-term disability protection.
- **Deferred Compensation:** 401(k) and 457 plans are available for employee contribution.
- **Tuition Refund:** With prior approval, the City reimburses tuition costs based on satisfactory completion of off-duty job-related courses or training.
- **Social Security/Medicare:** The City participates in the Federal Social Security and Medicare programs.
- **Career Development Opportunities:** An extensive training and development program is open to all employees during work hours.
- **Pre-Tax Savings Benefits:** Section 125 Flexible Dependent Care Assistance Program (DCAP) and Health Insurance Premium Conversion Program are available to eligible employees.
- **Agency Shop** is in effect for this position. Union membership or the payment of service fees will be required.

◆ SELECTION PROCEDURES

To apply, complete a City application form which is available for downloading on the City's website at www.cityofconcord.org or visit the Human Resources Department, *located* at 2974 Salvio Street, Concord, California. If you would like to request an application form be mailed to you, please call the Human Resources Department at (925) 671-3151. Recruitment is open and continuous. Please return the completed application packet **with a typing certificate issued within the last 12 months** to the Administration Division of the Concord Police Department, *located* at 1350 Galindo Street, Concord, California, or *mail* to 1350 Galindo Street, MS/48A, Concord, California, 94520. **Applications will be reviewed upon receipt unless otherwise stated during a scheduled recruitment period.**

A limited number of candidates whose applications show that, among those competing, they are better qualified in terms of relevant education, training and experience will be invited to participate in the examination process. The selection process may include a qualifications appraisal interview and other test elements determined to be appropriate by the City. The successful candidate will be selected from those determined by the selection process to be among the best qualified. All candidates are subject to a pre-employment physical, including a drug screen and a comprehensive background investigation. Other selection procedures such as polygraph examination and test of emotional stability will be scheduled as appropriate.

The finalist will be subject to a pre-employment physical assessment, including drug testing, and a comprehensive employment screening. In accordance with Federal Law, employees must provide proof of identity and ability to legally work in the United States. All employees are required to sign an oath of allegiance as provided by State Law. The City of Concord is an Equal Opportunity/Veteran's Preference Employer.

The provisions of this bulletin do not constitute a contract, express or implied, and any provisions contained in this bulletin may be modified or revoked without notice.

CONCORD, CALIFORNIA

City of Concord, CA invites qualified applications for **Police Dispatcher II**

\$50,028 – \$60,816



Signing Bonus and Relocation
Assistance Available Vacation and
Sick Leave Pre-accrual Available
City pays employee's 8% contribution to
PERS Retirement Plan (2.5% @ 55)
and paid PERS Retiree Health plan

Final Filing Date: Open & Continuous



Our mission is to join with our
community to make Concord a city of the
highest quality. We do this by providing
responsive, cost effective and innovative
local government services.

◆ HIGHLIGHTS OF THE POSITION

The Concord Police Department, Administration Division currently has immediate opportunities available for experienced Police Dispatchers. The Concord Communications Center's daily operation handles an average of several hundred law enforcement calls per day for the communities of Concord and Clayton. Dispatchers enjoy an attractive four-day/ten-hour schedule with a bid for new shift option every four months. Dispatchers perform related and other work as required, all within the context of the City's Mission of providing responsive, cost effective, and innovative local government services through a collaborative effort with the community to make Concord a city of the highest quality.

◆ CAREER ENVIRONMENT

The Communications Center is authorized twelve Dispatchers, four Lead Dispatchers and a Communications Manager, currently a Police Sergeant. Additionally, there are several part-time Calltakers and Per-Diem Dispatchers. The Concord Police Department consistently stays on top of the ever-changing technology affecting law enforcement today. The Center currently uses a PRC CAD system; Moducum radio system by Motorola, and the VESTA computerized phone system. The Center will be installing a new CAD system during fiscal year 2005/2006. The Center is housed on the top floor of the new three-story Police Headquarters facility and enjoys wonderful views, sunrises and sunsets, over the community. The relaxing atmosphere also includes private restrooms, a kitchen and dining area (TV), and outdoor balcony with a gas barbecue. The facility has an in-house gym and several outside seating/relaxation areas. The facility offers secure parking at no cost, or if you prefer public transportation, is located next to the BART station. In addition to a great working environment, employees are encouraged to participate in the City's nationally recognized Organizational Training Program and take advantage of the Tuition Reimbursement Program.



◆ THE POSITION

This position performs communications dispatch and status monitoring in a computer-aided environment. Police dispatchers must expeditiously and accurately enter data, including "911" information, into the online computer system, as well as be skilled in handling radio communications traffic. Ability to deal with stressful situations in an efficient and controlled manner is imperative. New dispatchers should expect to work nights, weekends and holidays, shift holdovers, early work calls and scheduled and unscheduled overtime. Excellent customer-service, problem-solving and technical skills are required.

Responsibilities include:

- Receives, interprets, classifies, prioritizes and responds to calls of a routine and emergency nature, including those calls involving life-threatening situations. Enters relevant information by computer keyboard and, as appropriate, transmits message for dispatching. Maintains various logs and records of activities.
- Assigns calls to police units for necessary action, determining how many and which units are required for response. May coordinate with patrol supervisors regarding deployment of personnel. Visually monitors video display terminals and aurally monitors police radio frequencies to ensure correct status of officers and pending and dispatched calls, making "on-line changes" via keyboard as appropriate

- Provides information to officers expeditiously in areas such as warrants, vehicles, driver's licenses, parole, and criminal history information. Interprets or clarifies coded responses from various systems for police officers or other parties. Confirms warrants with responsible agencies, receives warrants and updates status of warrants.
- Accesses and updates information in a variety of on-line Law Enforcement data systems, including systems which contain confidential data. Monitors other public safety and emergency preparedness. Performs activities related to the operation of a countywide law enforcement radio system (CLERS) such as monitoring radio channel and issuing all points bulletins following county protocol and procedures.

◆ THE IDEAL CANDIDATE

The ideal candidate should be customer service oriented and a team player with excellent communication and interpersonal skills. This person will have satisfactorily completed high school or the equivalent. Three years of related work experience that has provided the knowledge, skills and abilities necessary to perform the duties of a law enforcement dispatcher in a computer-assisted environment, including at least one year experience working in a POST-certified law enforcement communications center. Must have successfully completed the POST-certified police dispatcher course and have successfully passed probation as a dispatcher for a POST-certified law enforcement communications center.

◆ COMPETENCIES

Candidates should possess general knowledge of specific data processing and telecommunications equipment used in a public safety Communications Center. Knowledge of relevant sections of various California codes such as the Penal, Health and Safety, Municipal, Welfare and Institutions, and Vehicle codes; interdepartmental regulations, policies and procedures; various hardware and software

documentation; Federal Communications Commission Regulations; of the resources, equipment, methods, procedures, and nomenclature included in and associated with computer-aided dispatch and automated information systems.

Candidates should possess the ability to read, comprehend, and retain. Ability to learn the geographic layout of the City, including location of streets, street names, freeways, shopping centers, industrial parks, hotels, and other landmarks. Ability to remain calm in situations of stress; to assess events quickly and accurately; to adapt communications and behavioral styles appropriately in response to individuals and situations; to obtain and accurately record required information; to effectively classify and prioritize service requests; to act promptly and decisively; to make acceptable decisions; to quickly search and find information from resource systems, manuals, maps and other documents and to accurately and concisely convey such information orally and in writing; to spell accurately and use correct grammar; to speak clearly, concisely and audibly; to perform multiple tasks simultaneously; to meet the physical requirements of the work; to understand and carry out oral and written instructions; and to establish and maintain cooperative and effective relationships with those contacted in the course of work.

Other Requirements

Ability to operate an alphanumeric keyboard with sufficient speed and accuracy to provide efficient input into a computer terminal measured by the ability to type at a rate of **35 words per minute (net)**. **Typing certificate required with application.** Must have normal (or correctable to normal) hearing and eyesight, and a clear and audible voice for radio and telephone communications. Must successfully complete a background investigation as a condition of employment.